

STATEMENT OF WORK – RECEPTIONIST

Overview

The Receptionist is directly supervised by the Deputy Director of Management and Operations (D/DMO) and serves as the first contact with PC. Incumbent also serves as Acceptance Point Clerk (APC). Assists with administrative duties and is familiar with MS 734 to carry out duties.

This is a multi-function position requiring a great degree of discretion, planning, flexibility, organization and creativity. Incumbent deals directly with PCVs, various local services providers and vendors. In performance of these duties, the incumbent reads and becomes expert on relevant administrative management matters contained in applicable Peace Corps Manual sections. Routine work will be performed with minimum guidance. Due to the myriad of duties required, the incumbent will need an inborn sense of prioritization and organization and can reasonably expect to work some evening hours. The incumbent is authorized to act as an Occasional Money Handler (OMH) to perform work within the scope of outlined duties.

MAJOR DUTIES AND RESPONSIBILITIES

Front office and Telephone duty

- Presents a professional and welcoming image of Peace Corps Benin.
- Understands the operations of the office and is able to provide pertinent information over the phone or in person to Volunteers/Trainees, service providers, vendors, visitors and staff.
- Handles requests and complaints in calm & professional manner. Exercises tact and diplomacy in dealing with visitors, Volunteers/Trainees.
- Runs a smooth and efficient front office, including telephone switchboard duties.
- Receives and distributes mail, cables, packages and other correspondence.

Administrative Support Duties

- Assists the Admin staff with clerical tasks as needed, such as drafting letters, translating documents into French and/or English, and establishing Travel Authorizations.
- As Acceptance Point Clerk (APC), receives medical supplies and coordinates initial inventory and transfer to Medical Unit per PC Manual Section 734.
- Assist the Admin Assistant and Volunteer Liaison with travel reservations and voucher preparation.
- Assist in collection, verification and submission for signatures of bi-weekly timesheets for all PSCs; files accordingly after signature.
- Collects Vehicle logs monthly to track personal use of PC vehicle and provide information to Admin Assistant to prepare Bills of Collections
- Assists with photocopies and binding printed materials.
- Assist Admin Staff in filing and maintaining updated files for efficient file archiving and retrieval
- Performs general clerical tasks and other duties as assigned; serves as replacement to other admin staff members.
- Assures ITS backup in ITS absence.
- Performs any other tasks as required by CD, DMO, DDMO and GSM.

Others

Safety and Security:

- Know the PC Emergency Action Plan and how to use fire extinguisher
- Remain discrete regarding confidential information known
- Immediately communicates Volunteer safety and security concerns and issues to the Safety and Security Manager (SSM) and CD. Knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles.

TDY: The Contractor is subject to worldwide availability and may be requested by the Peace Corps to be reassigned or transferred permanently to another Peace Corps Post/Headquarters or perform temporary duties (TDY) as required and to travel to other assignments within Peace Corps' as assigned. Any such reassignment or transfer shall be subject to agreement of the Contractor. The Statement of Work as defined will remain the same; however the duties may be subject to change as determined by the Contracting Officer.

Occasional Money Holder: The PSC may be required to courier cash and/or purchase orders to various vendors who furnish supplies and/or services to PST/IST training site, or other locations as directed by the Contracting Officer. The PSC may also be required to courier cash to PC trainees or volunteers. The PSC will not be functioning as a procurement or disbursing official but will only be acting as an intermediary between the Contracting or Disbursing Officer and the recipient. In the case of dealing with vendors, the PSC will not exercise any procurement discretion concerning the supplies or services to be purchased or the cost limits of these purchases; these will be determined by the Contracting Officer.

QUALIFICATIONS

- **Education:** at least **Brevet de Technicien Supérieur (BTS)/** 3-4 years University degree preferred with 2-3 years of clerical and administrative experience;
- **Prior Work Experience:** At least 2-3 years of related Receptionist and clerical duties, preferably in an International Organization. Demonstrated ability to multi-task and work within high pressure environment. Excellent organizational, interpersonal and communication skills. Willingness and ability to be a team player learn and commit to ongoing professional development. Confidence to enforce and abide by policies and regulations
- **Language:** Excellent verbal and written communication skill in French and proficient level of spoken and written in English equivalent to Level 3. Preferred candidate should be able to understand, interpret and communicate policies issues and filed enquiries in both languages as well as translate for American staff as necessary.
- **Knowledge:** Strong Computer and written Skills – Demonstrated knowledge and familiarity with MS Office.
- **Skills and Abilities :** Demonstrated ability to work independently with limited supervision; demonstrated ability to work as a team member in high pressure multi-cultural environment; Display a good communication and customs care abilities and have a good knowledge of phones, and new communication technologies/tools use.

Position Elements

- Supervision received - reports directly to the DDMO, but incumbent must be able to work with minimal supervision.
- Available Guidelines - Peace Corps Manual and related handbooks.
- Exercise of Judgment - Expected to be presentable and exercise good judgment at all times; able to advise staff and Volunteers on how to handle situations for which specific guidance may not be available; able to demonstrate flexibility within the regulations to accommodate demands which may arise from the varied and unique nature of Peace Corps.
- Authority to Make Commitments - None
- Nature, Level, and Purpose of Contacts - Vendors, US Embassy Staff, Peace Corps Headquarter staff, Peace Corps staff, volunteers and trainees. These contacts may be to make or respond to inquiries, to explain requirements, procedures and policies, and/or to ensure compliance with regulations governing operations. Incumbent expected to demonstrate a professional, courteous manner in all contacts.
- Supervision/Coordination Exercised - None